



# Agenda

## City of Lucas Technology Committee Meeting March 12, 2019 7:00 PM

**City Hall - 665 Country Club Road – Lucas, Texas**

*Notice is hereby given that a meeting of the Technology Committee will be held on Tuesday, March 12, 2019 at 7:00 pm at Lucas City Hall, located at 665 Country Club Road, Lucas, Texas 75002-7651 at which time the following agenda will be discussed.*

### **Call to Order**

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- Roll Call
- Determination of Quorum
- Reminder to turn off or silence cell phones
- Pledge of Allegiance

### **Citizen Input**

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*The Citizen Input portion of the agenda is an opportunity for the public to address the Technology Committee on any subject. By completing a "Request to Speak" form and submitting to the City Secretary, citizens have an opportunity to speak at the Technology Committee meeting. However, in accordance with the Texas Open Meetings Act, the Technology Committee cannot discuss issues raised or make any decisions but may refer items to City Staff for research and possible inclusion on a future agenda.*

1. Citizen Input (Technology Committee Chairman Paul Rathgeb)

### **Regular Agenda**

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2. Consider approving the minutes of the January 24, 2019 Technology Committee meeting. (Special Projects Coordinator Kent Souriyasak)
3. Provide update on communication efforts. (Technology Committee Member Mark Skaggs)
4. Provide further insight into the results of the 2018 Technology and Communication Survey. (Technology Committee Member Mark Skaggs)
5. Consider exploring opportunities to steer interest from Verizon for 5G Home service. (Technology Committee Member Dennis Scully)
6. Consider assigning responsibilities to committee members in order to collect and manage information. (Technology Committee Chairman Paul Rathgeb)
7. Consider adding Speedtest Custom by Ookla to the Technology Committee webpage on the City website in order to objectively gather information on actual internet speeds that residents are experiencing from providers. (Technology Committee Member Mark Skaggs)
8. Consider a strategic plan to pursue internet solutions and improve resident satisfaction. (Technology Committee Chairman Paul Rathgeb)
9. Adjournment.

## **Certification**

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*I do hereby certify that the above notice was posted in accordance with the Texas Open Meetings Act on the bulletin board at Lucas City Hall, 665 Country Club Road, Lucas, TX 75002 and on the City's website at [www.lucastexas.us](http://www.lucastexas.us) on or before 5:00 p.m. on March 8, 2019.*

  
\_\_\_\_\_  
*Kent Souriyasak, Special Projects Coordinator*

*In compliance with the American with Disabilities Act, the City of Lucas will provide for reasonable accommodations for persons attending public meetings at City Hall. Requests for accommodations or interpretive services should be directed to Kent Souriyasak at 972-912-1213 or by email at [kent@lucastexas.us](mailto:kent@lucastexas.us) at least 48 hours prior to the meeting.*



# City of Lucas

## Technology Committee Request

### March 12, 2019

Item No. 01

Requester: Technology Committee Chairman Paul Rathgeb

#### **Agenda Item Request**

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Citizen Input

#### **Background Information**

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NA

#### **Attachments/Supporting Documentation**

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NA

#### **Budget/Financial Impact**

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NA

#### **Recommendation**

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NA

#### **Motion**

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NA



# City of Lucas

## Technology Committee Request

### March 12, 2019

Item No. 02

Requester: Special Projects Coordinator Kent Souriyasak

#### **Agenda Item Request**

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Consider approving the minutes of the January 24, 2019 Technology Committee meeting.

#### **Background Information**

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NA

#### **Attachments/Supporting Documentation**

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1. January 24, 2019 Technology Committee minutes

#### **Budget/Financial Impact**

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NA

#### **Recommendation**

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NA

#### **Motion**

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I make a motion to approve the minutes of the January 24, 2019 Technology Committee meeting.



City of Lucas  
**Technology Committee**  
Regular Meeting  
January 24, 2019  
7:00 PM

City Hall – 665 Country Club Road – Lucas, Texas  
**MINUTES**

### **Call to Order**

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Councilmember Fisher called the meeting to order at 7:00 pm. It was determined that a quorum was present.

**Committee Members Present:**

Paul Rathgeb  
Mark Skaggs  
Trey Sleeper

**City Staff Present:**

City Secretary Stacy Henderson  
Special Projects Coordinator Kent Souriyasak  
Bill Baxter, City IT Consultant

**Committee Members Absent:**

George Brody  
Dennis Scully

**City Council Liaison Present:**

Councilmember Debbie Fisher

### **Regular Agenda**

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Councilmember Fisher introduced herself, discussed her background, information pertaining to the Committee's responsibilities associated with the Open Meetings Act requirements, and the reasons why the Technology Committee was formed. Councilmember Fisher had each Committee member introduce themselves and discuss their technology background.

- 1. Appoint Chairman and Vice Chairman of the Technology Committee to serve for a period of one (1) year with a term ending December 31, 2019.**

**MOTION:** Committee Member Paul Rathgeb volunteered to serve as Chairman of the Technology Committee. Committee Member Sleeper seconded the motion to appoint Paul Rathgeb as Chairman of the Technology Committee to serve for a period of one (1) year with a term ending December 31, 2019. The motion passed unanimously by a 3 to 0 vote.

**MOTION:** Committee Member Trey Sleeper volunteered to serve as Vice Chairman of the Technology Committee. Committee Member Skaggs seconded the motion to appoint Trey Sleeper as Vice Chairman of the Technology Committee to serve for a period of one (1) year with a term ending December 31, 2019. The motion passed unanimously by a 3 to 0 vote.

**2. Establish a recurring meeting schedule for the Technology Committee.**

The Committee discussed holding monthly meetings and eventually moving to quarterly meetings.

**MOTION:** A motion as made by Committee Member Skaggs, seconded by Vice Chairman Sleeper to hold Committee meetings the second Tuesday of each month at 7pm in the Council Chambers. The motion passed unanimously by a 3 to 0 vote.

**3. Discuss the Technology Committee's mission, the future of internet connectivity technology, and the City of Lucas' current standing regarding internet connectivity.**

Bill Baxter, IT Consultant for the City of Lucas explained that he was also the Chairman of the Technology Committee at the Town of Fairview that shared similar internet restraints. Mr. Baxter shared some of the experiences that Fairview had also been facing and explained that Fairview continually invited representatives from the internet providers to their meetings to encourage participation and ways in which they could assist in providing better connectivity, and suggested Lucas do the same. Mr. Baxter stated that Lucas must stay in front of the internet service providers at all times in order to assist in moving forward their efforts. Mr. Baxter stated that more information was needed from the citizens and suggested the Committee concentrate on a particular zone and conduct a survey, finding out what internet service provider were in that area, and what the future looked like for that area.

The Committee discussed with Councilmember Fisher ways in which to reach out to residents and suggested starting with contacting the HOA President of neighborhoods to reach out to their community and also invite them to the Technology Committee meetings.

Committee Member Skaggs volunteered to contact the HOA in Zone 1 and begin discussions.

The Committee discussed with Mr. Baxter ways in which to work with the various internet providers and different approaches that could be taken.

Chairman Rathgeb recapped the following action items from this meeting:

- Special Projects Coordinator Kent Souriyasak would be sending HOA information to Committee members.
- Committee Member Skaggs would contact HOA's to assist with gathering information for their particular zone of the City.
- Chairman Rathgeb would write a newsletter article for the March edition getting information out about the Technology Committee
- Councilmember Fisher would be conducting research to find out what companies were located within the City's rights-of-way.
- Committee Member Skaggs would attempt to locate a dark fiber map of the City.

**4. Adjournment.**

**MOTION:** A motion was made by Chairman Rathgeb, seconded by Committee Member Skaggs to adjourn the meeting at 8:05 pm. The motion passed unanimously by a 3 to 0 vote.

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Paul Rathgeb, Chairman

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Stacy Henderson, City Secretary



# City of Lucas

## Technology Committee Request

### March 12, 2019

Requester: Technology Committee Member Mark Skaggs

#### **Agenda Item Request**

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Provide update on communication efforts.

#### **Background Information**

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At the January 24, 2019 Technology Committee meeting, the Committee discussed various ways of reaching out to Lucas residents and encouraging them to attend meetings. The purpose of the community outreach is to acquire more feedback and information regarding internet service for each residential area. Committee Member Mark Skaggs volunteered to reach out to the community in order to encourage residents to attend meetings. These communication efforts include:

- Sharing upcoming meeting dates on Nextdoor, Facebook and at Homeowners Associations' meetings.
- Compiling primary contact information of Homeowners Associations located in the City.
- Recruiting residents to volunteer with the Committee, such as mapping AT&T service that shows internet speeds available across the City.

#### **Attachments/Supporting Documentation**

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1. Mapping Internet Speeds: AT&T

#### **Budget/Financial Impact**

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NA

#### **Recommendation**

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NA

#### **Motion**

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There is no motion required, this is an update only.



# Mapping Internet Speeds: AT&T

Mark Skaggs, Feb 5, 2019

# Building AT&T service maps of Lucas

- Recruited James Hallock of Claremont Springs to re-run his AT&T service script on Claremont Springs, surrounding neighborhood and then the city as a whole.
- We have a list of addresses and max service AT&T offers and they can be loaded into a Google map for a visual representation.
- Some early notes from Claremont Springs that some are not getting the speed they're paying for. Too early to draw conclusions.

# AT&T in Lucas

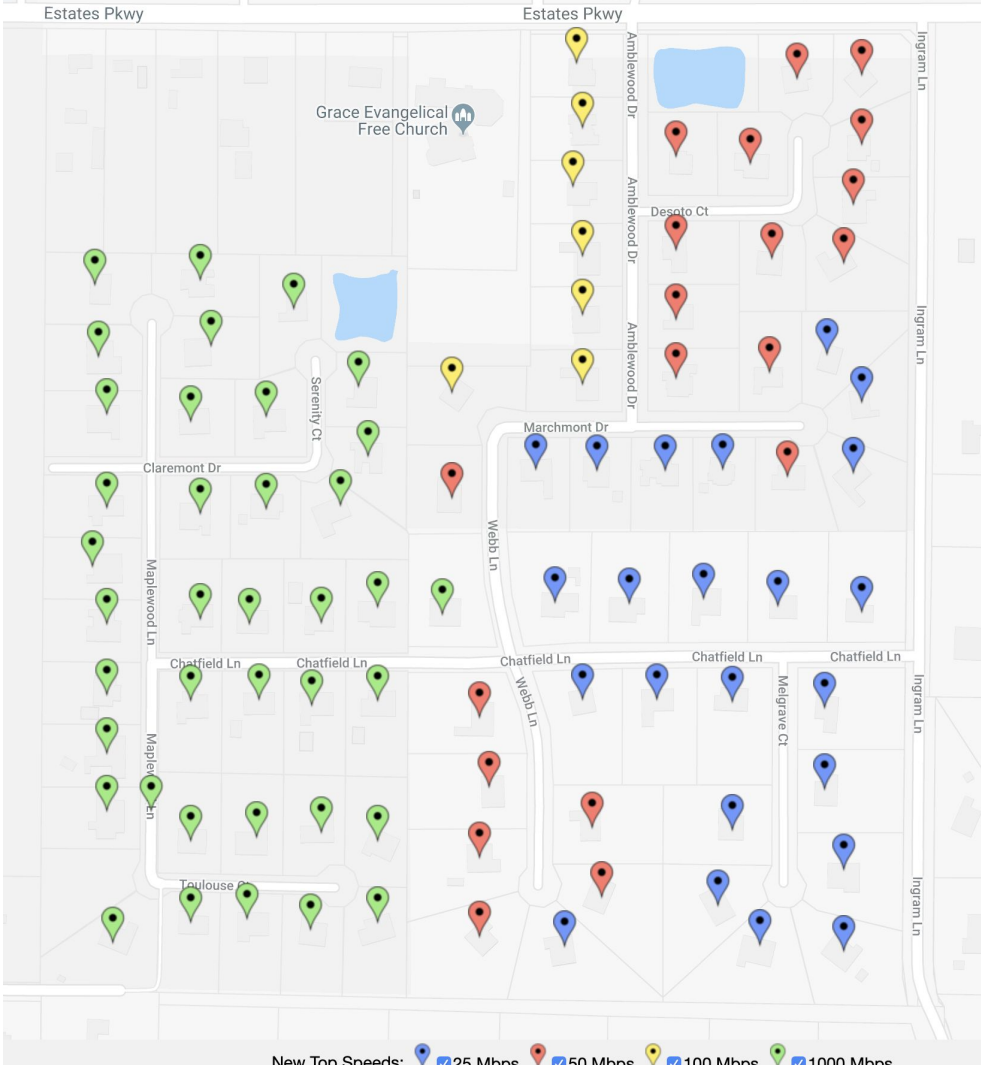
Total Locations in Lucas		2751
Total Locations With		
	Service	1177
	No Service	1574
% of city serviced by AT&T		42.78%

Max Speed	# locations	% of total
1.5	89	7.6%
5	117	9.9%
10	148	12.6%
18	62	5.3%
25	347	29.5%
50	251	21.3%
75	41	3.5%
100	32	2.7%
1000	77	6.5%
768 Kbps	13	1.1%

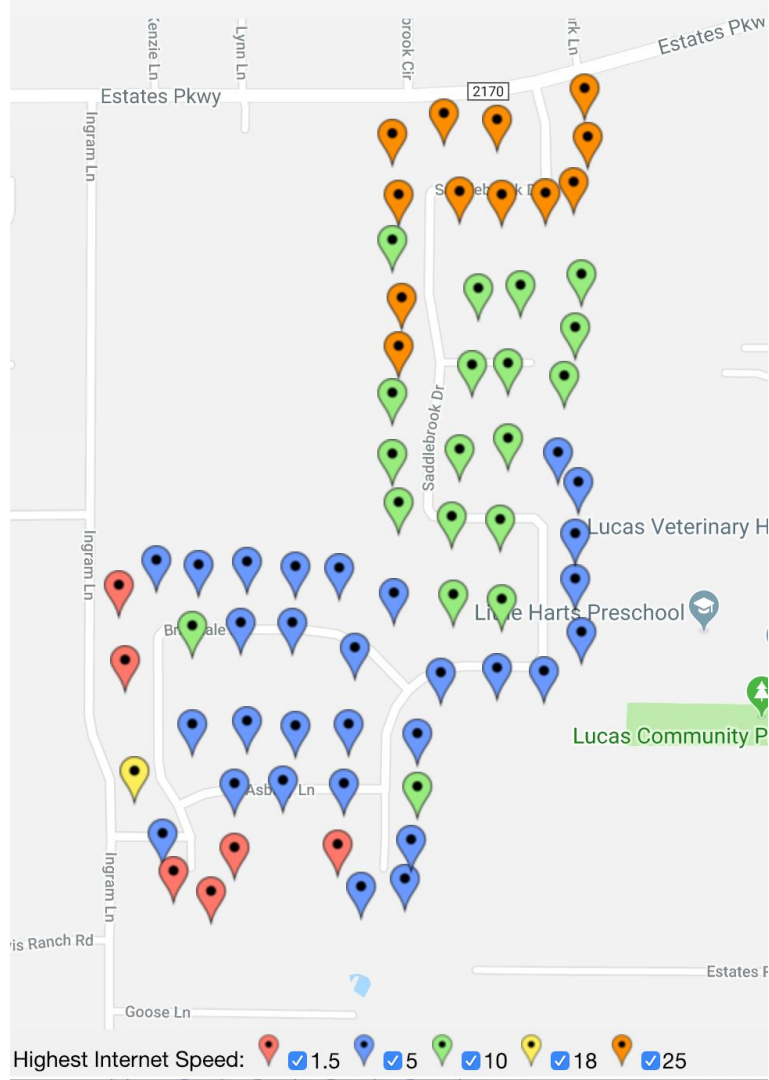
Street	Highest Internet Speed	city	state	zip
612 MELGRAVE CT	25	Lucas	Texas	75002
705 WEBB LN	50	Lucas	Texas	75002
1818 DESOTO CT	50	Lucas	Texas	75002
1814 DESOTO CT	50	Lucas	Texas	75002
1804 DESOTO CT	50	Lucas	Texas	75002
1800 DESOTO CT	75	Lucas	Texas	75002
1801 DESOTO CT	50	Lucas	Texas	75002
1805 DESOTO CT	50	Lucas	Texas	75002
1809 DESOTO CT	50	Lucas	Texas	75002
1813 DESOTO CT	50	Lucas	Texas	75002
810 AMBLEWOOD DR	50	Lucas	Texas	75002
806 AMBLEWOOD DR	50	Lucas	Texas	75002
802 AMBLEWOOD DR	50	Lucas	Texas	75002
1810 MARCHMONT DR	50	Lucas	Texas	75002
1806 MARCHMONT DR	25	Lucas	Texas	75002
1802 MARCHMONT DR	25	Lucas	Texas	75002
1803 MARCHMONT DR	50	Lucas	Texas	75002
1807 MARCHMONT DR	50	Lucas	Texas	75002
1811 MARCHMONT DR	25	Lucas	Texas	75002
1815 MARCHMONT DR	25	Lucas	Texas	75002
1819 MARCHMONT DR	25	Lucas	Texas	75002
1823 MARCHMONT DR	25	Lucas	Texas	75002
709 WEBB LN	100	Lucas	Texas	75002
803 AMBLEWOOD DR	100	Lucas	Texas	75002
807 AMBLEWOOD DR	100	Lucas	Texas	75002
811 AMBLEWOOD DR	100	Lucas	Texas	75002
901 AMBLEWOOD DR	100	Lucas	Texas	75002
905 AMBLEWOOD DR	100	Lucas	Texas	75002
909 AMBLEWOOD DR	100	Lucas	Texas	75002
1816 CHATFIELD LN	25	Lucas	Texas	75002
2020 CHATFIELD LN	1000	Lucas	Texas	75002

# Neighborhood Visualizations

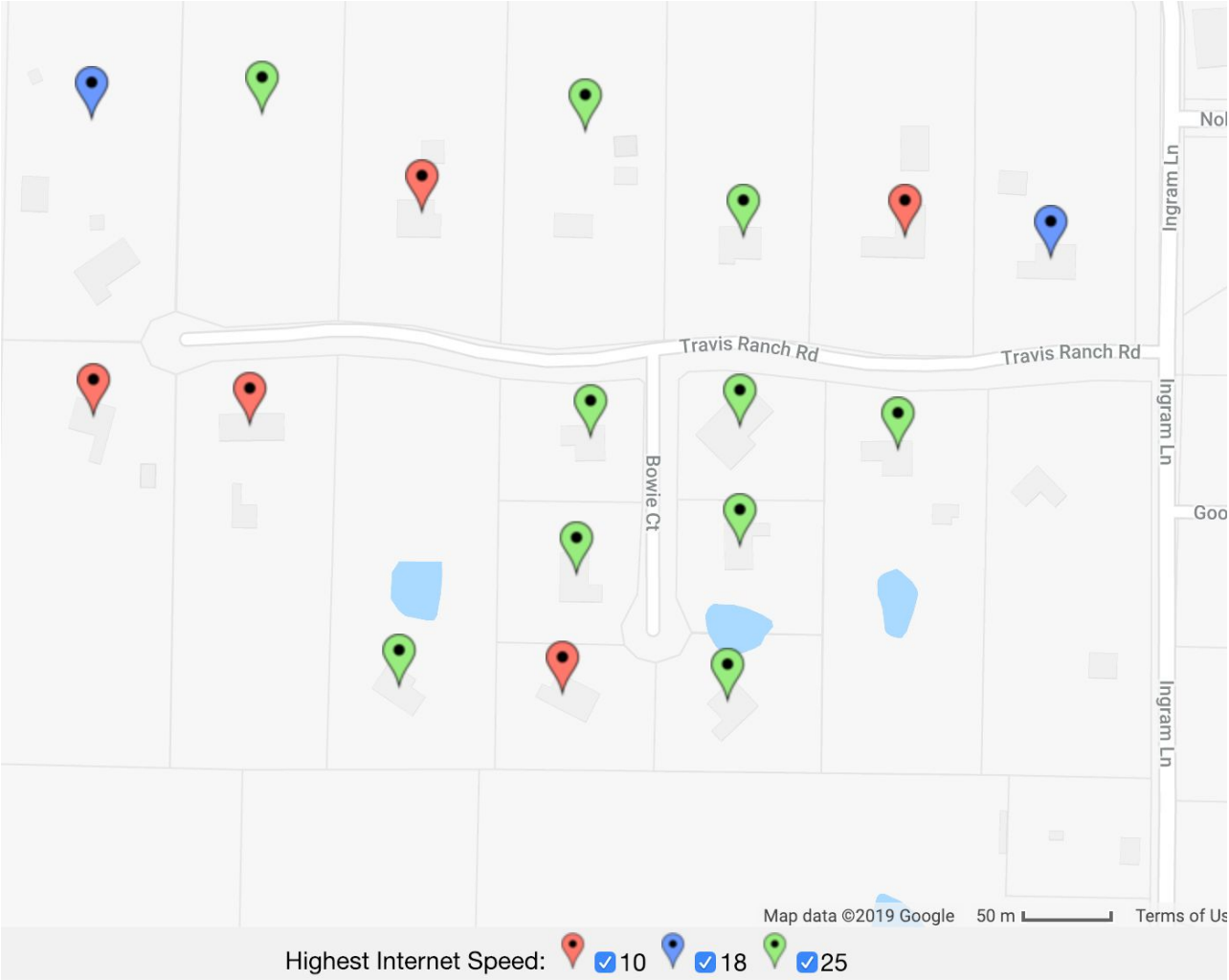
# Claremont Springs



# Saddlebrook

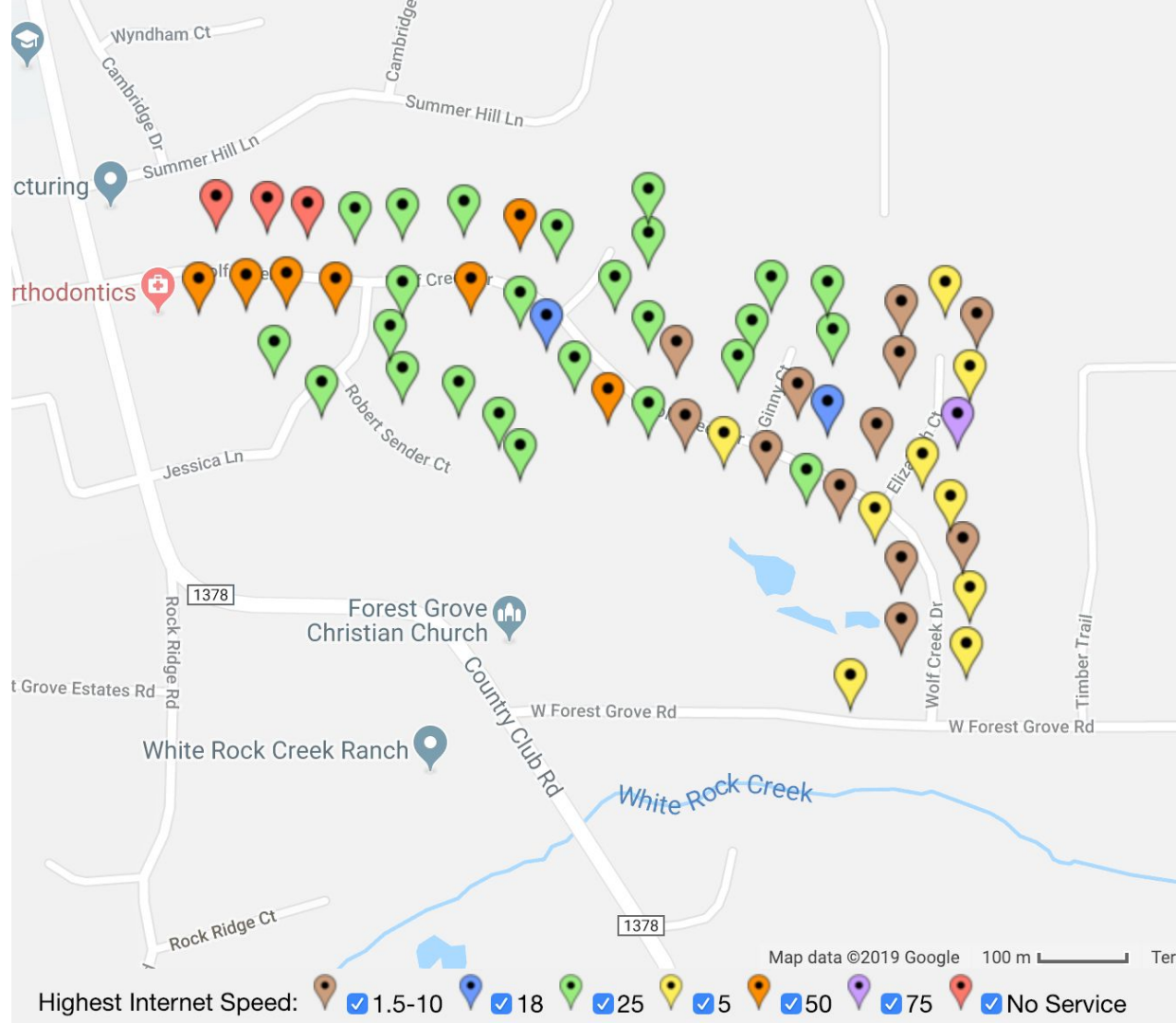


# Travis Ranch

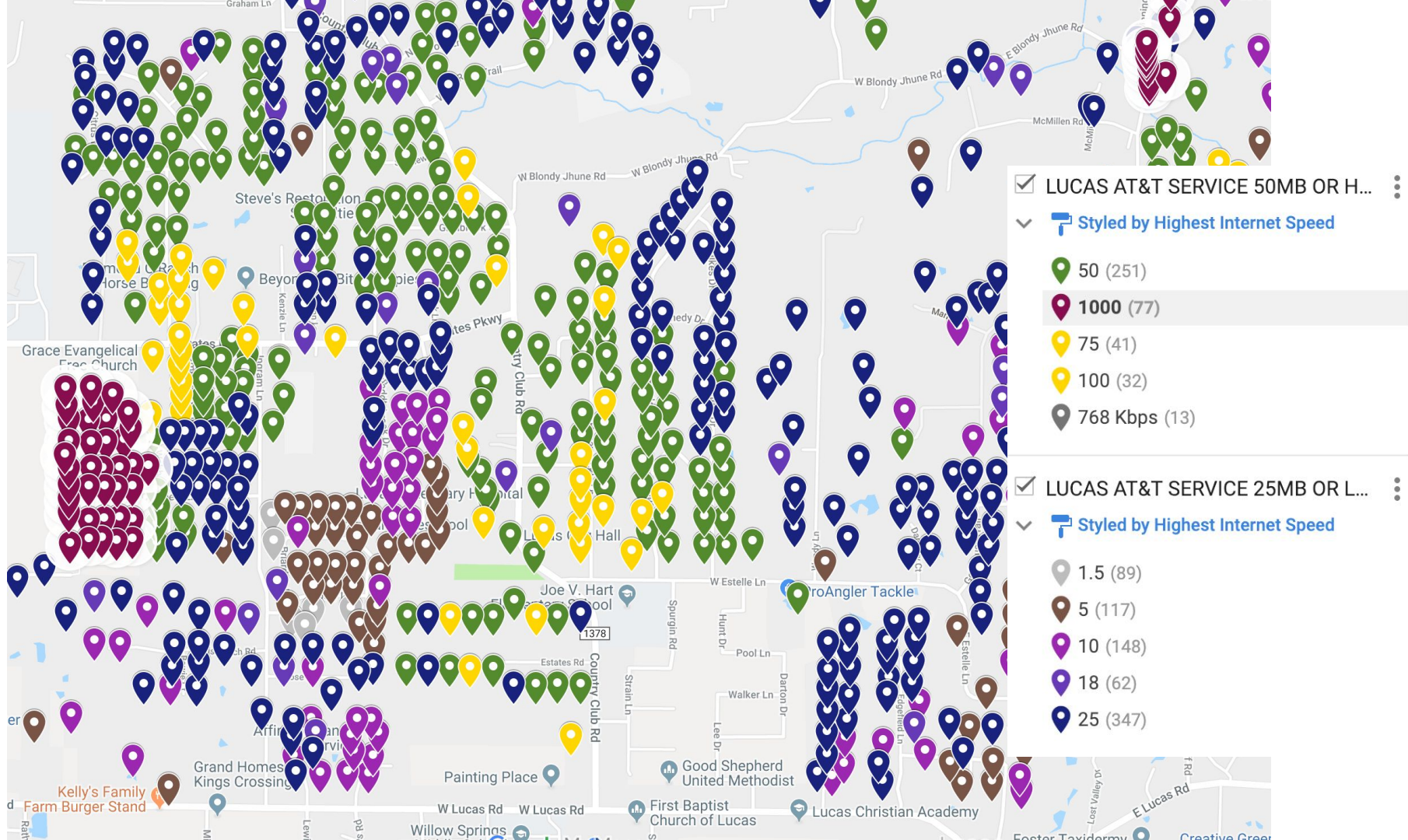




# Wolf Creek



Putting All of Lucas on one map is confusing



# Conclusion

The speed map for what AT&T serves across the city is a useful tool in knowing where AT&T is, as we plan on how to improve Internet across Lucas.

It's also useful for residents to know the max speed offered at their location as well as checking to make sure they're actually getting the bandwidth they are paying for.



# City of Lucas

## Technology Committee Request

### March 12, 2019

Requester: Technology Committee Member Mark Skaggs

#### **Agenda Item Request**

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Provide further insight into the results of the 2018 Technology and Communication Survey.

#### **Background Information**

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The 2018 Technology and Communication Survey was available electronically and in paper form to residents from September 24 through October 19. The survey was designed to explore strategies to address deficiencies and identify solutions to technology-related services available to Lucas residents. The survey results were presented at the November 1, 2018 City Council Meeting where the City Council approved to establish the Technology Committee.

Committee Member Mark Skaggs requested from City staff to view and analyze the technology section of the survey submissions. The purpose was to obtain further insight from the resident comments, satisfaction and dissatisfaction answers, and internet service provider information per zone. By re-examining the technology portion of the survey results, Committee Member Mark Skaggs will provide the Technology Committee with more information regarding the survey data and commonality from residents' comments.

#### **Attachments/Supporting Documentation**

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1. More Learning from the Fall 2018 Internet Survey

#### **Budget/Financial Impact**

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NA

#### **Recommendation**

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NA

#### **Motion**

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There is no motion required, this is a discussion only.

# More learning from the Fall 2018 Internet Survey

Mark Skaggs, Lucas Tech Committee, Feb 5 2019

# Getting more insights out of the existing survey data

Problem: Original data was collected and grouped together making it difficult to get further insight.

Solution:

1. Re-enter the internet section of the paper surveys question by question, including all comments.  
(note: still need raw online survey data to do the same)
2. Break down all of the comments including random notes in each paper survey to create a summary to better know what is on people's minds.

# Results

## 1. We can now see data like:

- a. “How many people in Zone 1 have AT&T Fiber and are dissatisfied?”
- b. “How is AT&T doing compared to Frontier in terms of satisfaction across the city?”
- c. “What is the breakdown of speeds reported by people in Saddlebrook Estates?”

## 2. We also can answer questions like:

- a. What are the top 3 topics that came up most often in the written comments?
- b. Which areas of the city shared the most comments?
- c. How many people shared that poor internet is negatively affecting living in Lucas or moving to Lucas?
- d. How many people asked the city to help out on this topic vs how many people thanked the city for looking into this topic?



# Soon

Coming soon....

1. Option to map the comment topics to the areas of the city.

# See if there's more the data can tell us

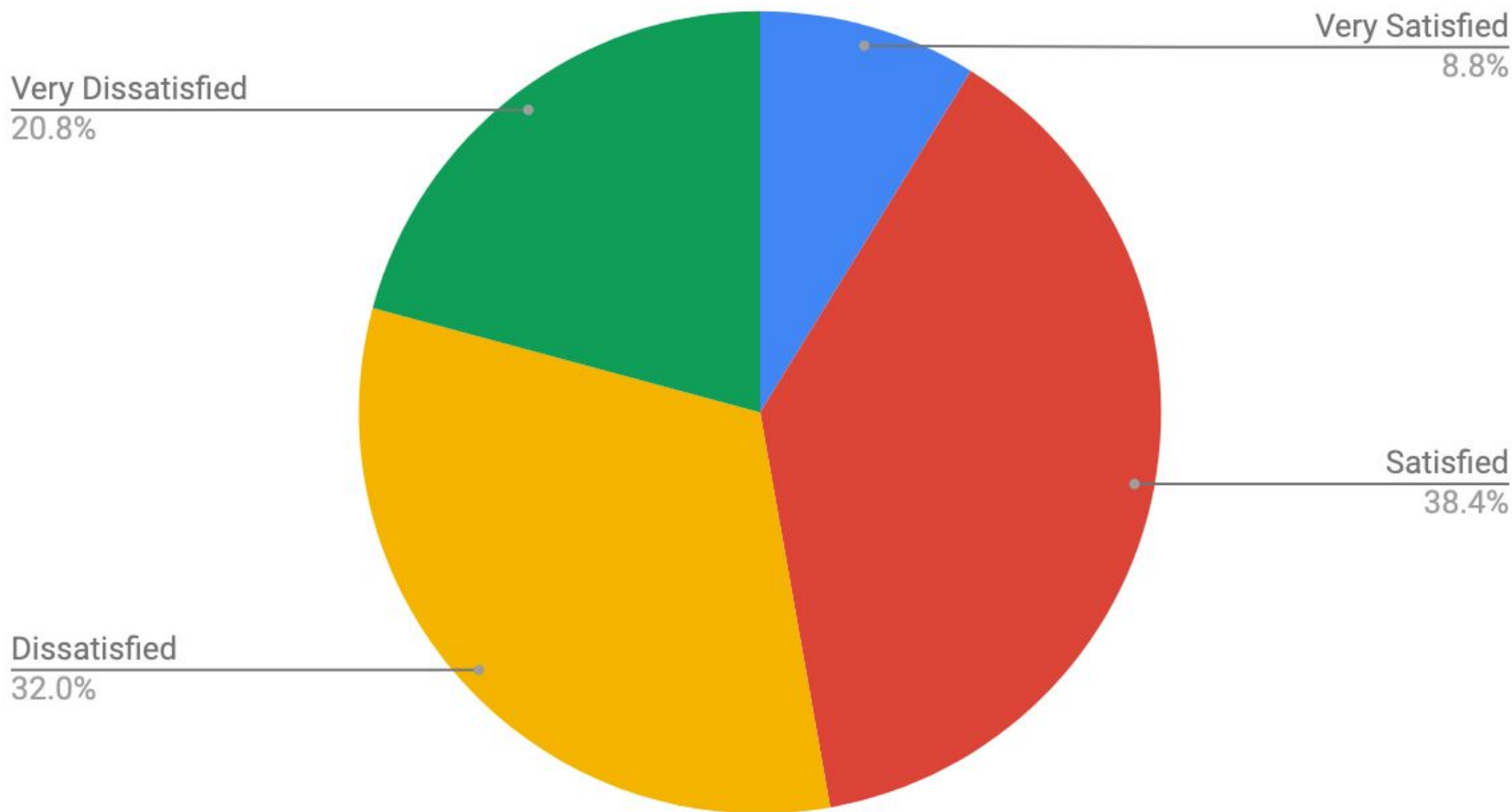
Easy to assume “Fiber solves everything”

More likely “One size doesn’t fit all” and we’ll need multiple approaches

(caveat being data over electrical grid)

Dig into the data to see what our residents are REALLY saying

# Satisfaction with Internet across the City of Lucas



# That's lots of dissatisfaction

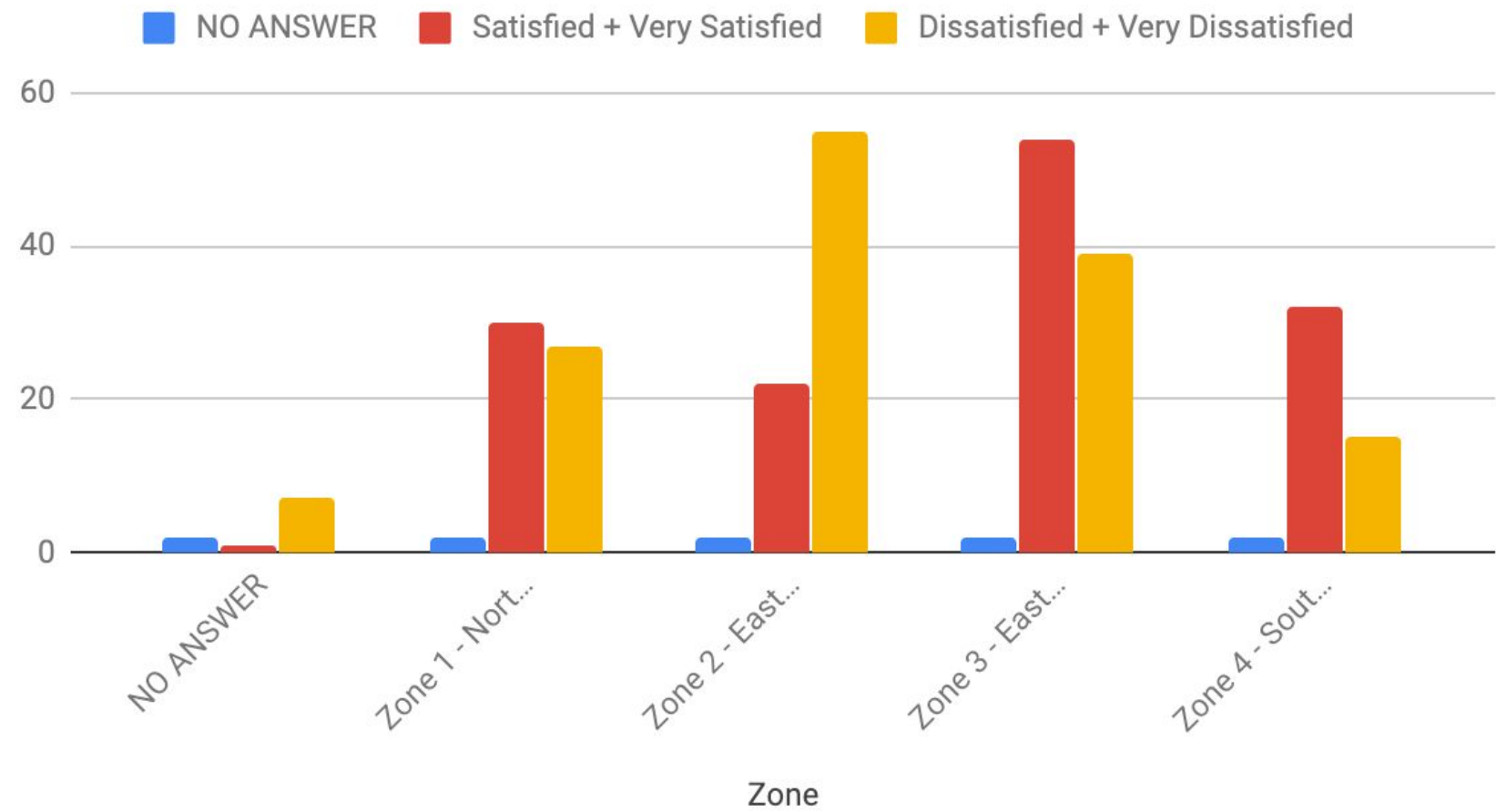
Combined approach to changing this:

1. Raise the average satisfaction by eliminating the dissatisfaction.
2. Find what is causing satisfaction and add more

Find out:

1. Who specifically is happy and why?
2. Who specifically is unhappy and why?
3. What do the comments tell us?

# Satisfaction by Zone



# What we see per Zone

- Zone 4 has the best ratio of satisfaction to dissatisfaction (2.1 : 1)
- Zone 3 is next (1.4 : 1)
- Zone 1 is about 50/50 (1.1 : 1)
- Zone 2's ratio is definitely a problem (0.4 : 1)

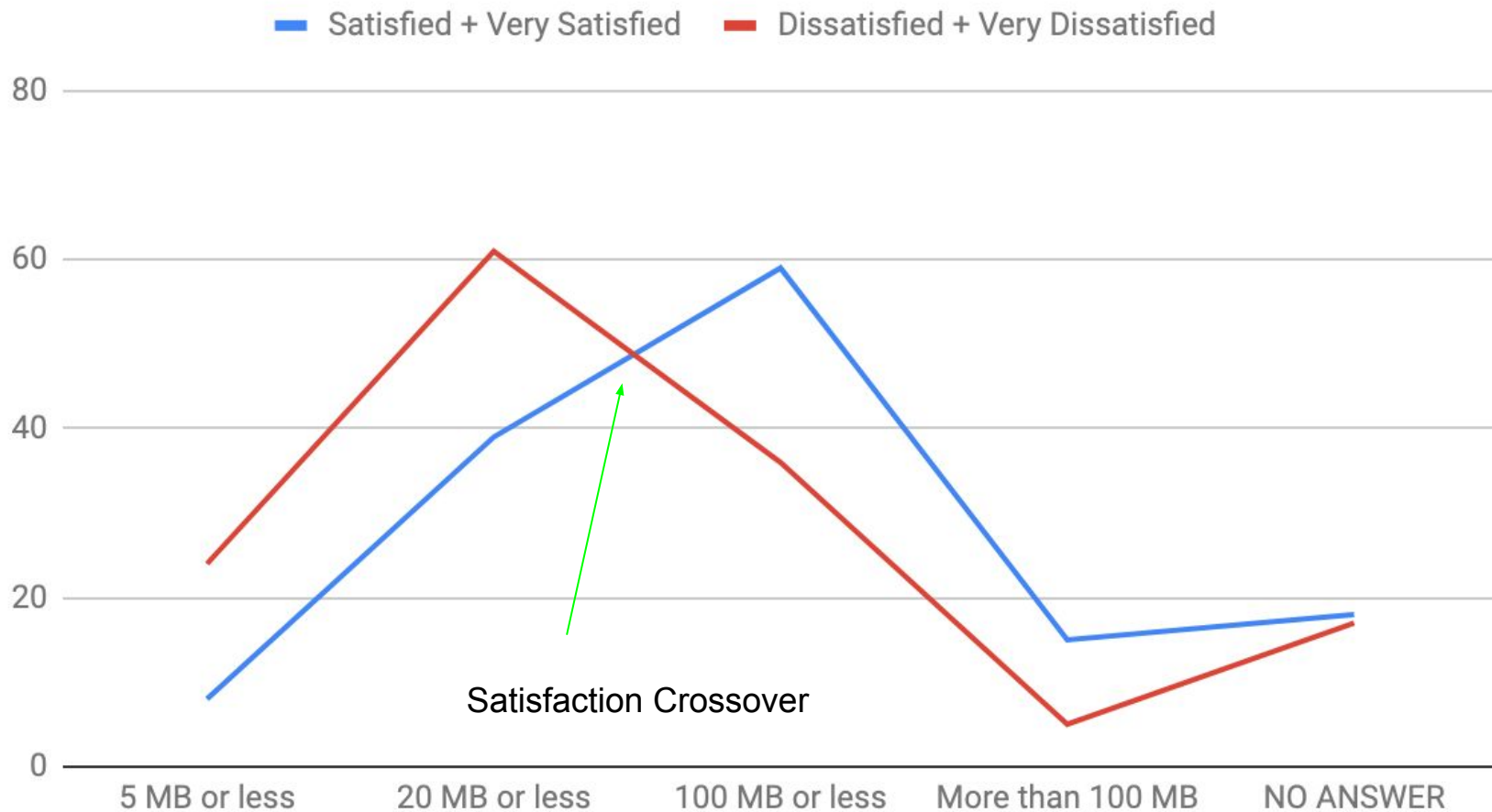
## Check on how 3 elements affect satisfaction per Zone

1. Speed
2. Delivery mechanism
3. Provider

# Speed

- We logically know “more speed = better” because you can stream more movies, work from home, play games etc.
- The survey data shows a shift from “dissatisfaction” to “satisfaction” between 20MB and 100MB.
- Causal or correlated? I know from personal experience going from 5mps to 25mps was directly correlated to my satisfaction. I think it's safe to assume the same for others.

# Satisfaction based on Internet Speed

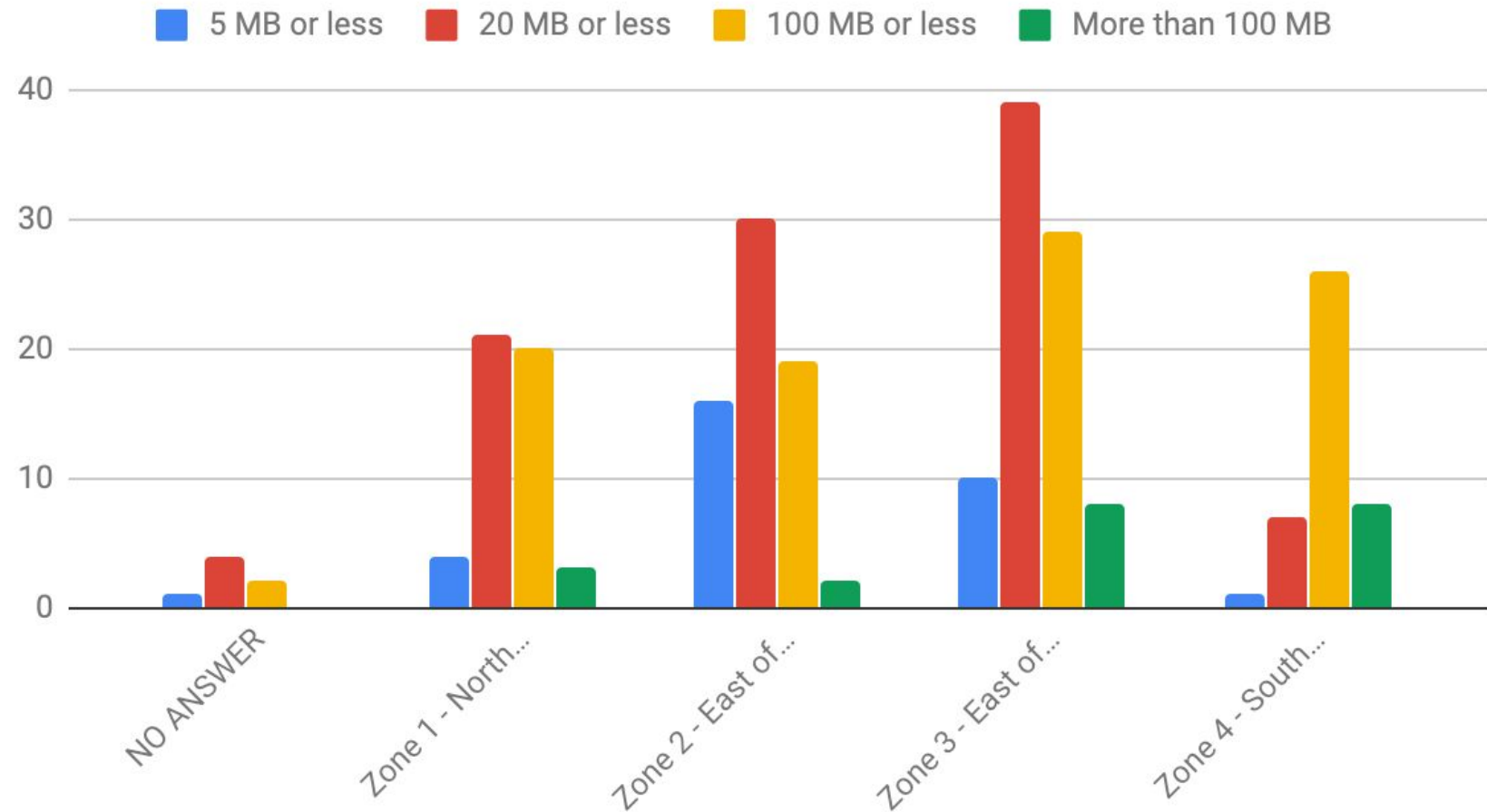




# 1. Speeds per Zone

- Check how the <20MB numbers compare to the >20MB
- Confirm “more speed is better”

# Internet Speed By Zone



# Look at the Speeds per Zone

Look at ratio of “> 20MB” vs “<20MB” per zone

- Zone 4 ratio is 4.25 to 1
- Zone 3 is .76 to 1
- Zone 1 is .92 to 1
- Zone 2 is .45 to 1

Zones 3 and 1 are similar;

Zone 2 supports that there is a negative experience under the crosss over point(<20MB).

# Conclusion on Speed

Obviously more speed is better....

....AND we likely can improve overall satisfaction if we push ISPs to offer more services on the positive side of the crossover point between 20MB and 100MB.

**Be Aware:** that crossover point will keep going higher and higher as time progresses, especially as video, streaming, and cord cutting become the standard.

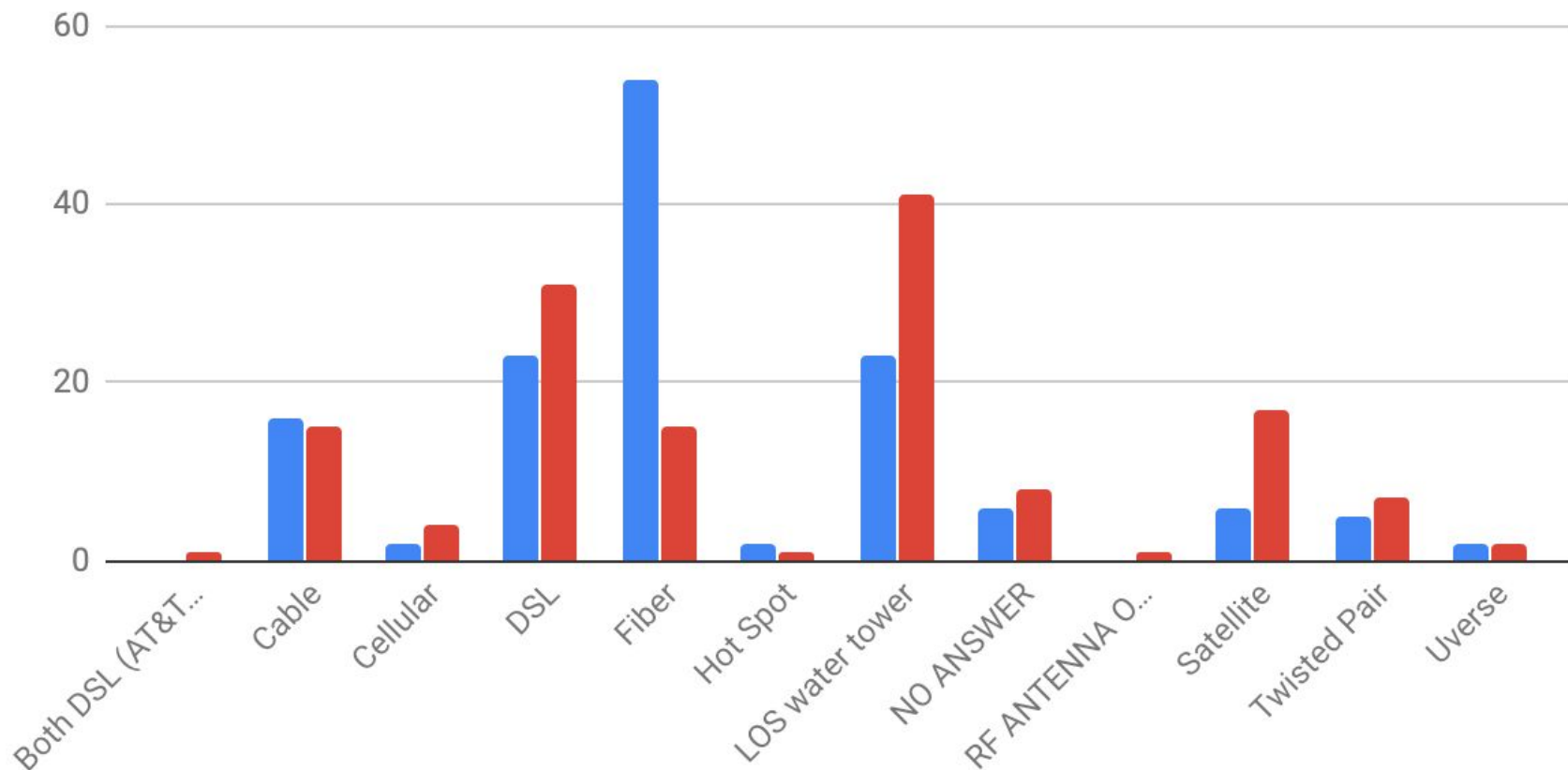
## 2. Delivery mechanism and satisfaction

We all talk about Fiber as the answer because we equate it with speed and reliability.

What else can we see in the data?

# Satisfaction Based on Delivery Type

■ Satisfied + Very Satisfied   ■ Dissatisfied + Very Dissatisfied

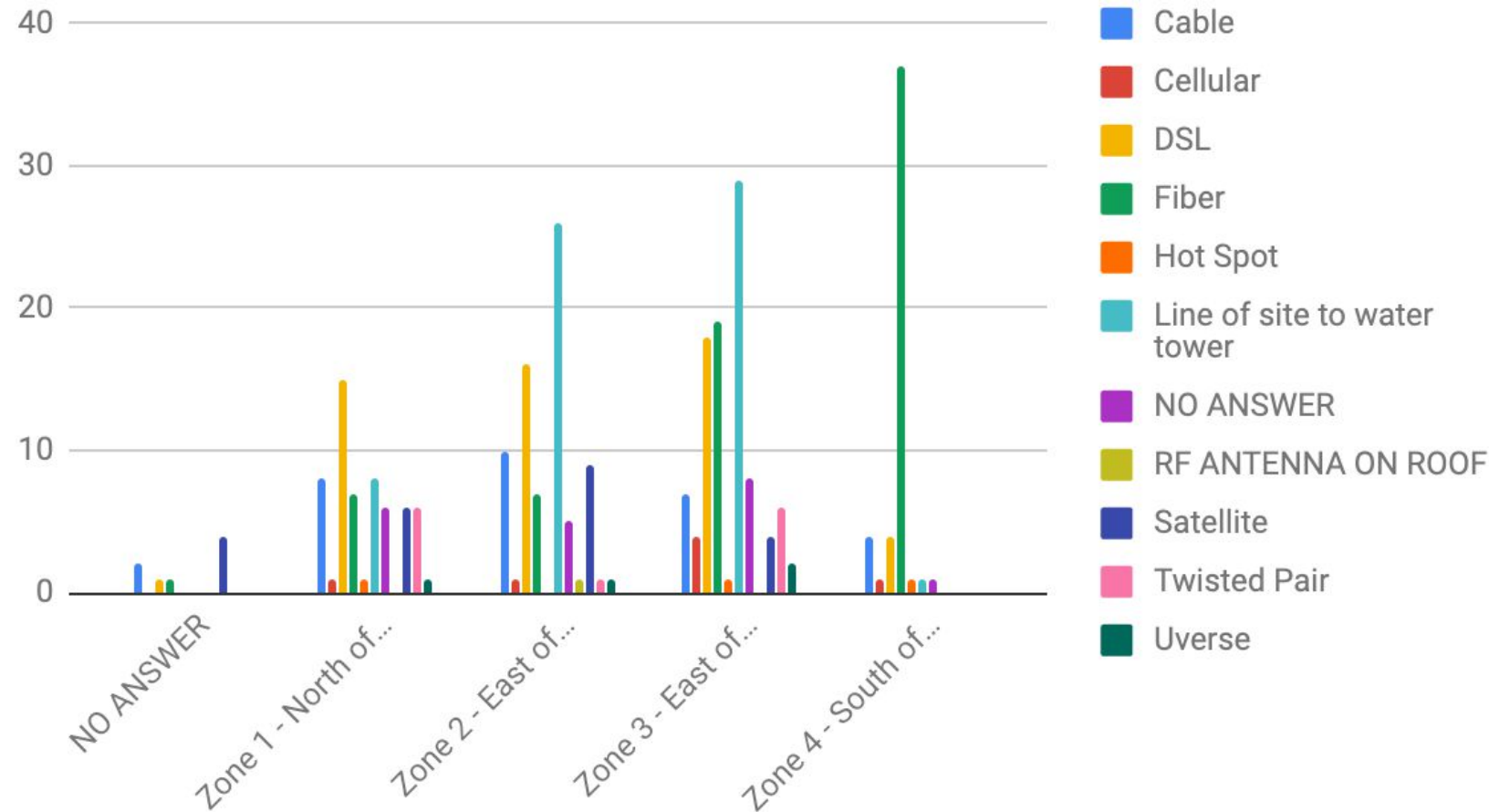


# Speed and Reliability

- Fiber kills it for satisfaction.
- Cable is about 50/50.
- Fiber and Cable also tend to be more trouble free.
- Then things go negative on DSL, RF to the Tower, Satellite, etc.

What does the data show for each zone?

# Delivery Type by Zone





# Fiber good, “LOS to tower” bad

Fiber in Zone 4 FTW!

Zone 3 has Fiber but also a heavy dose of “LOS to tower”.

Zone 2 gets dragged down by the “LOS to tower”

Zone 1 is mixed and heavier on DSL

# Conclusion on Delivery type

Fiber for everyone would be great, but can we improve significantly by upgrading “LOS to tower” in the meantime?

Could it provide a BIG win the the people with the least connectivity?

### 3. Provider

The different providers are associated with their technology.

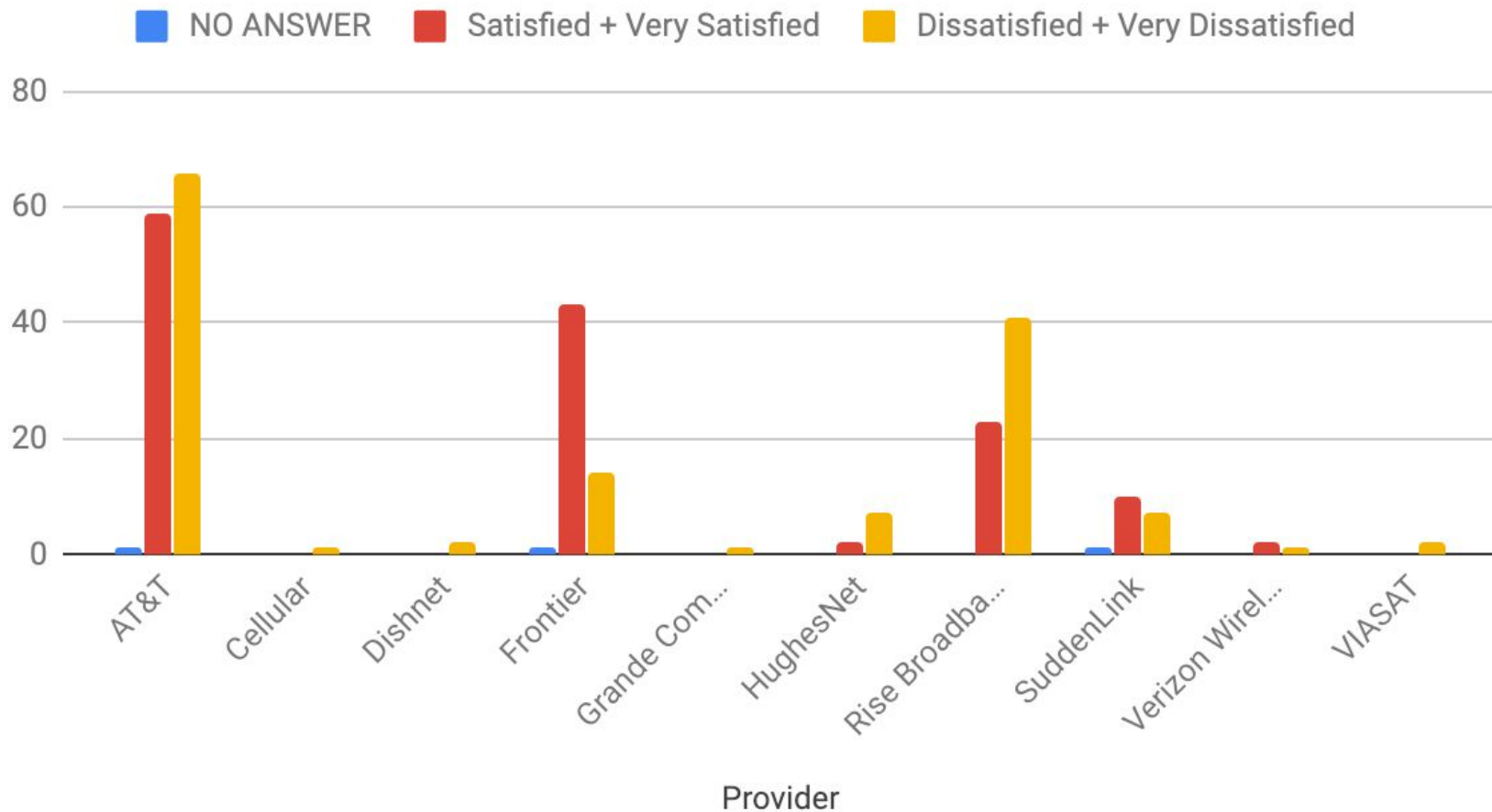
HughesNet = Satellite

Rise = LOS to Tower

Frontier = fiber

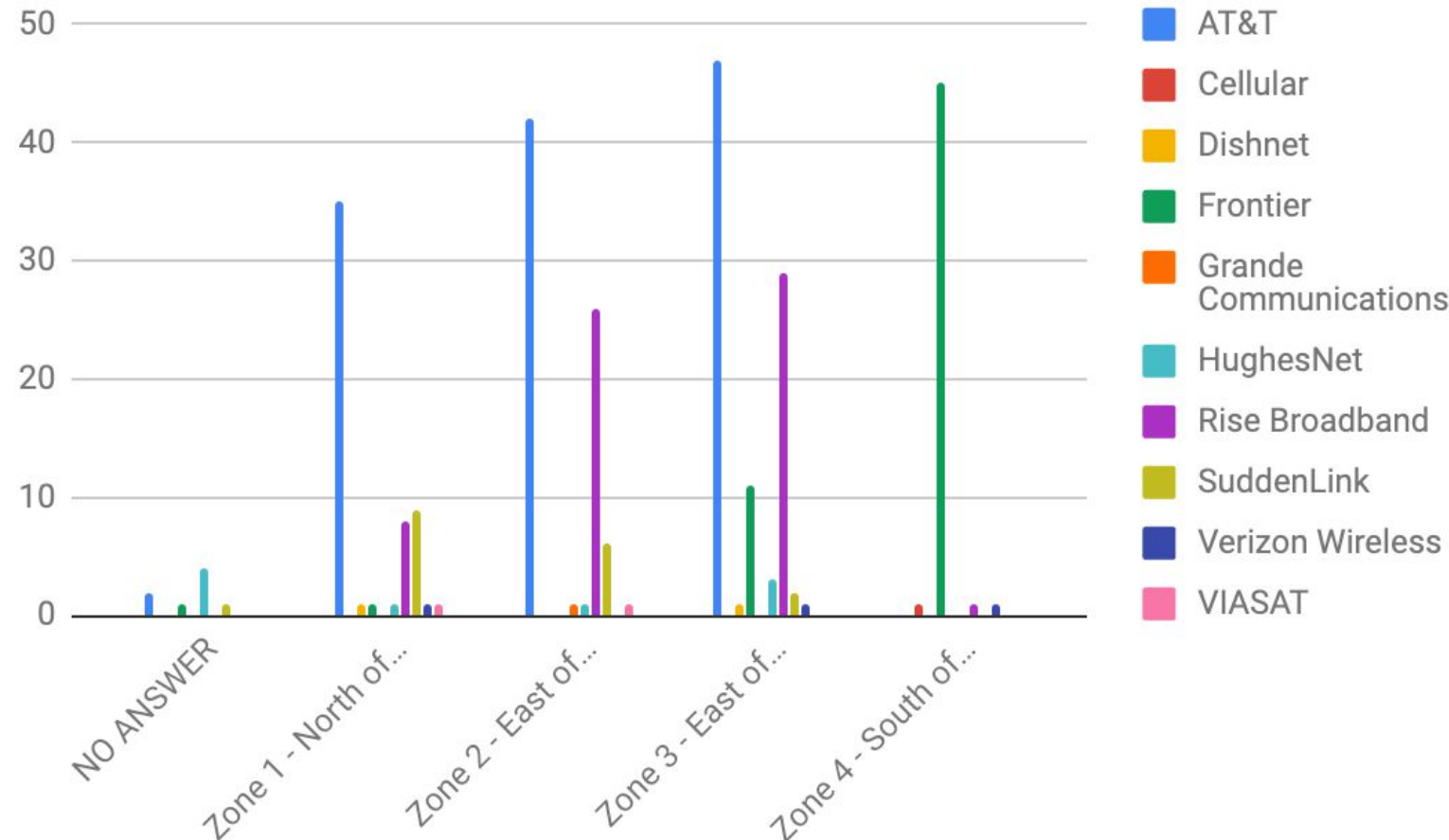
No surprises in the data.

# Satisfaction by Provider



How does it look by Zone?

# Provider by Zone



# AT&T serves a lot of our residents

Happy Zone 4 is full of Frontier and Fiber

A little Frontier in Zone 3 helps make up for the “LOS to tower” from Rise

Zone 1 benefits from AT&T but doesn't get much win from fiber

Zone 2 pays the price of having to use Rise

# Conclusions on Providers

AT&T serves 43.2% of the responders\*

Rise serves 21.9%

Frontier serves 19.9%

**At 84.9%, these 3 companies are the leverage points for improving existing service in the city.**

\*Note: Corroborated by The AT&T service map we built showing they service 42.78% of the addresses in Lucas

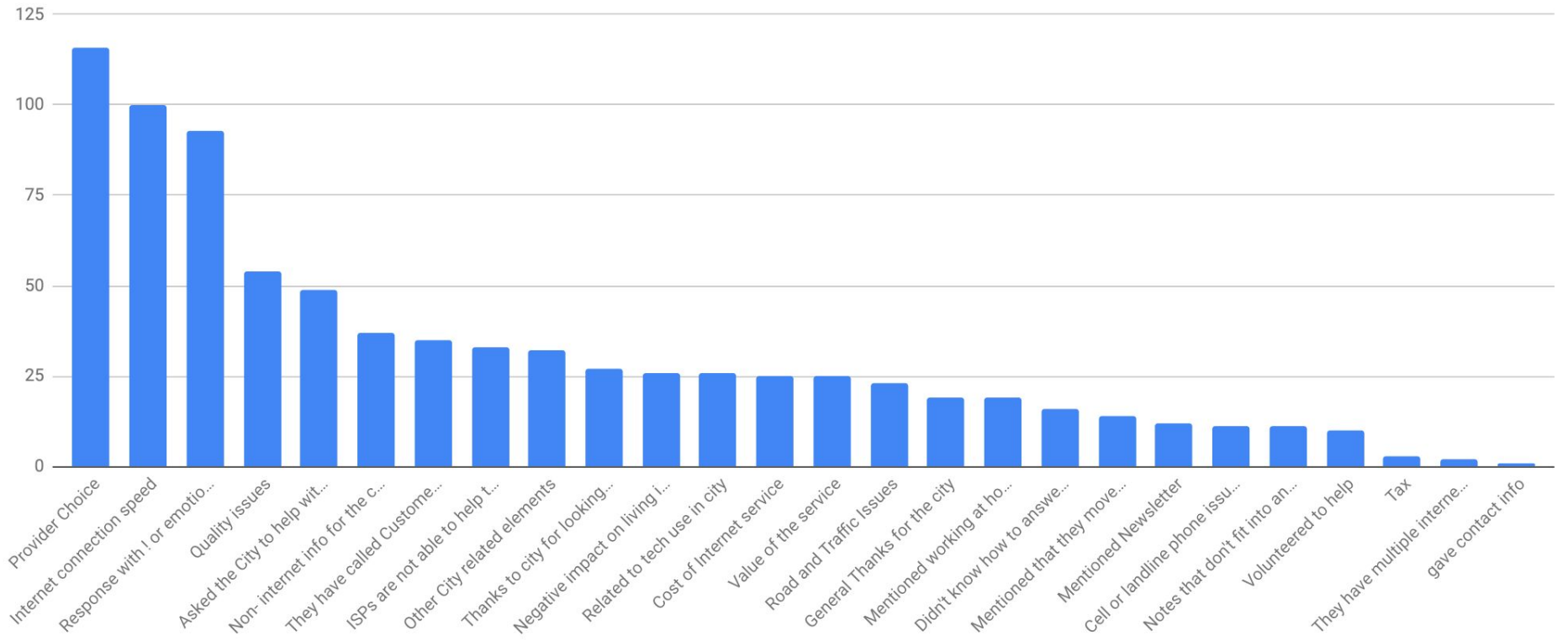


# What about all the written comments?

Read through all the comments and coded each one against 31 topics.

Topics like speed, choice, quality, cost, negative effects of poor internet on living here, asking the city for help, expressing emotion and thanks, plus other non-internet related issues (roads).

Break down of written comments from Fall 2018 Survey



# Top 10 topics

#	TOPIC	# comments	%
1	Provider Choice	116	53.5%
2	Internet connection speed	100	46.1%
3	Response with ! or emotion words	93	42.9%
4	Connection Quality issues	54	24.9%
5	Asked the City to help with the internet problem	49	22.6%
6	Non- internet info for the city	37	17.1%
7	They have called Customer Service	35	16.1%
8	ISPs are not able to help them	33	15.2%
9	Other City related elements	32	14.7%
10	Thanks to city for looking at internet problem	27	12.4%

# Wrap up Part 1

More than ½ the city is dissatisfied.

Residents are energized, want choice, speed, quality and are asking the city for help.

The data confirms what we instinctively know, i.e. speed and fiber win. Reliability too.

Also “one size might not fit all” in terms of solutions.

# Wrap up part 2

Fiber is associated with speed, and reliability, and Frontier.

LOS to Tower is associated problems and Rise.

AT&T with it's mixed services is in the middle, but serves 2x the customers

It will likely take multiple approaches to improve satisfaction dramatically and quickly.

3 leverage points to turn around satisfaction are:

- Pushing past the crossover point between 20MB and 100MB
- The 3 companies that serve 84.9% of the responders
- Fixing LOS to Tower speed and reliability

# Next Steps

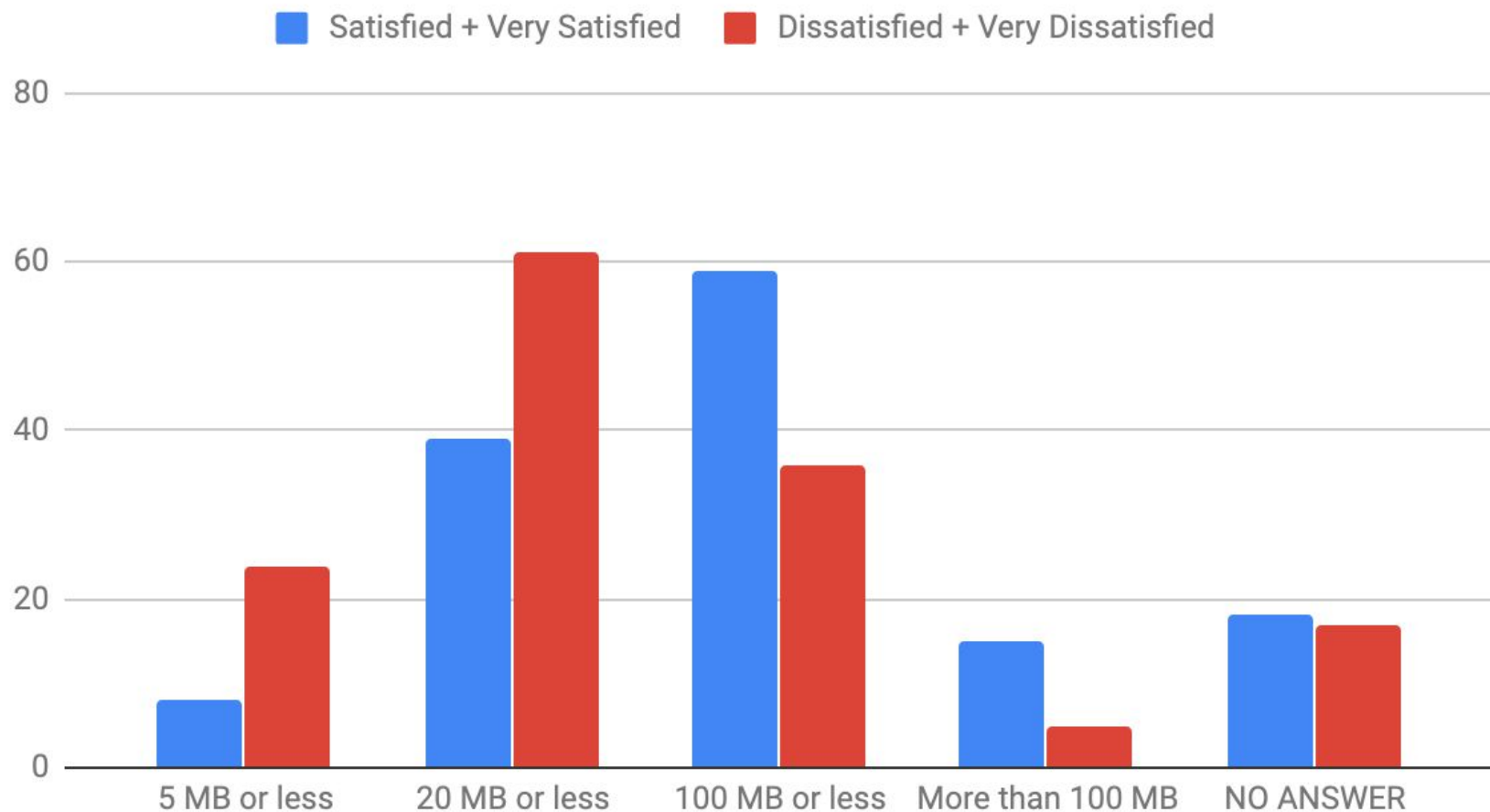
Within the context of our goals and published roadmap:

1. Set a goal for “Resident Satisfaction” taking into account the “crossover point”
2. Dig into the leverage points, gather info on how other small cities solve this issue (electric coop)
3. Recruit more help from residents
4. Work with City Council to:
  - a. Ensure all new development has strong internet
  - b. Understand existing agreements with ISPs wrt exclusivity
  - c. Know what we can leverage wrt existing infrastructure and government regulations, etc

# Appendix

Additional data

# Satisfaction based on Internet Speed







# City of Lucas

## Technology Committee Request

### March 12, 2019

Requester: Technology Committee Member Dennis Scully

#### **Agenda Item Request**

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Consider exploring opportunities to steer interest from Verizon for 5G Home service.

#### **Background Information**

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Verizon Wireless began deployment of 5G Home service in October of 2018. Verizon 5G Home is the first 5G wireless network built to connect your home with fast internet that's ready for what comes next, but availability is limited. This service uses small cells which are low power, short range wireless transmission systems or base stations to cover a small geographical area. Small cells provide very localized high-speed internet service to residential and business customers. The City of Sacramento, CA is the first city to receive the new service. The City of Sioux Falls, SD has established a partnership with Verizon to roll out the service and provided use of its utility poles to accommodate the small cells.

Verizon 5G Home has the potential to deploy quickly and can provide targeted areas with very high-speed internet service. The current cost is \$70 per month for non-Verizon Wireless customers and \$50 per month for current Verizon Wireless customers which includes unlimited service. There is very little information regarding the success of Verizon 5G Home due to its recent rollout in October of 2018 and will likely take several months before Verizon shares internal information. The City may have an opportunity to contact Verizon system planners to develop a 5G model of the City. It would be worth exploring Verizon 5G Home as a potential opportunity in the future and to steer interest from Verizon.

#### **Attachments/Supporting Documentation**

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NA

#### **Budget/Financial Impact**

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NA

#### **Recommendation**

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Technology Committee Member Dennis Scully recommends developing a map of where the City can allow deployment of small cells for 5G service.

#### **Motion**

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I make a motion to approve/deny developing a map of where the City can allow deployment of small cells for 5G service.



# City of Lucas

## Technology Committee Request

### March 12, 2019

Requester: Technology Committee Chairman Paul Rathgeb

#### **Agenda Item Request**

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Consider assigning responsibilities to committee members in order to collect and manage information.

#### **Background Information**

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As the Committee continues to research possible internet solutions, it would be helpful to assign specific duties to committee members in order to keep track of data and information. The following duties should be considered in assigning roles:

The first responsibility focuses on mailing inserts which would be enclosed with water bills to ensure residents are receiving communication. The mailing inserts will request key information for identifying specific addresses with internet problems and can include the following:

- What is your residential address?
- Please list your current internet service provider(s).
- Please list any other internet service provider(s) that can provide service to your home.
- What is the maximum internet speed that your current internet service provider(s) offers to your home?

The second responsibility is managing a Technology Committee booth at the Founders Day celebration on Saturday, May 11, 2019 from 12 p.m. to 4 p.m. The purpose of the booth would be to obtain more feedback from residents regarding their internet service. One or more committee members will be assigned to lead the initiative at the booth and work alongside City staff to develop appropriate signage and materials.

The third responsibility is primarily research which includes finding and sharing new articles about how other groups resolve internet problems in their cities or region. In addition, this includes researching key information on programs from the federal government or agencies that could possibly help the City. It would be useful to harvest all the information and share it with the Committee.

The fourth responsibility is data and information management regarding requests for information. Requests for information have already been shared with residents via the previous and forthcoming Lucas Leader newsletter. There is also a submittal form on the Technology Committee webpage for residents to submit the requested information. There have already been a few submittals from Lucas residents. It is important to discuss how and who will be responsible for managing the information being received.



# City of Lucas

## Technology Committee Request

### March 12, 2019

Requester: Technology Committee Chairman Paul Rathgeb

#### **Attachments/Supporting Documentation**

---

NA

#### **Budget/Financial Impact**

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NA

#### **Recommendation**

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Technology Committee Chairman Paul Rathgeb recommends assigning responsibilities to committee members in preparing mailing inserts, assisting with the Founders Day booth, researching internet solutions, and managing data and information.

#### **Motion**

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I make a motion to approve/deny assigning \_\_\_\_\_ to work with City staff in preparing mailing inserts, \_\_\_\_\_ in preparing a booth at Founders Day, \_\_\_\_\_ to research and share articles on internet solutions, and \_\_\_\_\_ to manage incoming data and information.



# City of Lucas

## Technology Committee Request

### March 12, 2019

Requester: Technology Committee Member Mark Skaggs

#### **Agenda Item Request**

---

Consider adding Speedtest Custom by Ookla to the Technology Committee webpage on the City website in order to objectively gather information on actual internet speeds that residents are experiencing from providers.

#### **Background Information**

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Speedtest by Ookla is the definitive way to test the speed and performance of internet connection. Ookla offers a free subscription of Speedtest Custom that customizes a user's ability to manage connectivity services without infrastructure. To determine network diagnostics on internet speed, Speedtest Custom determines a connection's inbound and outbound bandwidth by testing how quickly it can download and upload data. This allows users to understand the internet connection quality by testing latency within milliseconds and diagnosing network jitter based on the fluctuation of ping times.

Speedtest Custom provides advanced dashboards and analytics that delivers information based on network performance. This provides insight into usage statistics regarding internet service and presents a snapshot of network performance.

The free subscription for Speedtest Custom includes the following features:

- Define a unique Speedtest Custom subdomain
- Embed your test on up to 200 web pages
- Enable public access or limit access via a password
- Configure test interface using a simple template
- Use the global Speedtest Server Network
- View snapshot stats for the previous 30 days
- Download individual results for the previous 60 days
- Share test results

#### **Attachments/Supporting Documentation**

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NA

#### **Budget/Financial Impact**

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NA



# City of Lucas

## Technology Committee Request

### March 12, 2019

Item No. 07

Requester: Technology Committee Member Mark Skaggs

#### **Recommendation**

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Technology Committee Member Mark Skaggs recommends adding Speedtest Custom by Ookla to the Technology Committee webpage on the City website to collect data on actual internet speeds from residents.

#### **Motion**

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I make a motion to approve/deny adding Speedtest Custom by Ookla to the Technology Committee webpage on the City website to collect data on actual internet speeds from residents.



# City of Lucas

## Technology Committee Request

### March 12, 2019

Requester: Technology Committee Chairman Paul Rathgeb

#### **Agenda Item Request**

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Consider a strategic plan to pursue internet solutions and improve resident satisfaction.

#### **Background Information**

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“Way forward” is a buzz phrase used to indicate that we are here to craft a plan to move forward. A “way forward” approach can help develop a strategic plan to establish goals and pursue internet solutions. Achieving internet solutions and resident satisfaction with internet service should be considered one of the primary goals.

The following categories can help the Committee proceed with crafting a plan:

- **Problem Identification and Specification:** The goal is to learn, as granularly as possible, those specific areas of Lucas (ideally at the address level), that experience sub-standard internet service.
- **Identifying Current and Future Demographic Characteristics:** Compiling demographic information for Lucas, our current population and its characteristics, and our growth trajectory of those characteristics.
- **Solutioning:** Identify possible solutions for delivering improved internet service to our citizens in sub-standard areas.

#### **Attachments/Supporting Documentation**

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NA

#### **Budget/Financial Impact**

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NA

#### **Recommendation**

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Technology Committee Chairman Paul Rathgeb recommends developing a strategic plan to pursue internet solutions and improve resident satisfaction.

#### **Motion**

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I make a motion to approve/deny developing a strategic plan to pursue internet solutions and improve resident satisfaction.